

Local Government Academy
2025-2026 Newly Elected Officials Course
Workforce Management and Community Engagement
02/14/2026
Learning Assessment

Name _____

Municipality _____

Please complete this paper assessment or complete the assessment online, using the QR code or link:



- 1) **What is typically a municipality's largest cost in providing local government services?**
 - a. **Employee wages and benefits.**
 - b. Large-scale equipment.
 - c. Resident feedback technology.
 - d. Data management and storage.

- 2) **Which of the following is NOT an advantage of costing out bargaining proposals?**
 - a. Sets up the argument that there is a specific and limited amount of money available.
 - b. Helps decide if interest arbitration is the better option.
 - c. **Helps gauge employee expectations.**
 - d. Helps the Union deal with unreasonable expectations from members.

- 3) **What type of compliance is required with your municipality's civil service rules and regulations?**
 - a. Substantial
 - b. **Strict**
 - c. Optional
 - d. None

- 4) **What state department/agency provides municipalities resources and model rules related to civil service?**
 - a. **The Department of Community and Economic Development**
 - b. The Department of General Services
 - c. The Pennsylvania State Police
 - d. The Department of Labor and Industry

- 5) **What are the two main Acts that govern Collective Bargaining for Public Employers in Pennsylvania?**
 - a. **Act 195 and Act 111**
 - b. Act 57 and Act 101
 - c. Act 11 and Act 94.2

6) Which of the following does not require posting in the workplace in Pennsylvania:

- a. The Cannabis Legalization Act
- b. EEO & Fair Practices
- c. Minimum Wage Law
- d. Workers' Compensation

7) What is one of the risks of performing Performance Evaluations incorrectly?

- a. It will be used to restructure or reassign work.
- b. It will be the basis for throwing a work anniversary party.
- c. It will provide a false sense of competency.

8) In all communications, especially municipal communications, who should you look to as a chief communicator?

- a. The person with the largest social media presence
- b. The experts (such as your municipal manager or emergency management coordinator)
- c. The person who is available the soonest

9) What are some of the ways that you can evaluate your messaging to determine if changes are necessary?

- a. Take feedback from others and adapt
- b. Record, review, and revise your message
- c. Both A & B
- d. None of the above

10) When framing your message for public communication, what is the first thing you should consider?

- a. What is your goal
- b. Is there a reporter that agrees with you
- c. What is the best media source to publish your message
- d. All the above

11) On a scale from 1 to 5 (with 5 being the highest), to what level do you feel today's session increased your ability to effectively do your job as a municipal official/representative?

- a. 1
- b. 2
- c. 3
- d. 4
- e. 5

Please provide comments here – including suggestions for speakers & topics:
